



HOMELESSNESS IN MILWAUKEE:

Results of the January 25, 2007, Point in Time Survey of Milwaukee's Homeless Citizens



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July 31, 2007

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THANK YOU!

The Milwaukee Point in Time Survey is a community effort involving a large cadre of volunteer interviewers, cooperating meal sites, and the emergency shelter/transitional housing programs. The Continuum of Care thanks everyone who contributed to this very successful survey effort!

Point in Time Volunteer Interviewers

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Otha Washington
Tim Mathias
Reginald Johnson

Participating Interview Sites

St. Vincent de Paul
Metropolitan Baptist Church
All Saints
211 @ IMPACT
Milwaukee Public Library
St. Ben's Meal
Outdoor (43 locations)

Emergency Shelter/Transitional Housing

Salvation Army
Matt Talbot Recovery Center
Daystar, Inc.
Sojourner Truth House, Inc.
YWCA Transitional Housing
Milwaukee County Safe Haven
Project Restore
Cathedral Center
Walker's Point Transitional Program
Autumn West
Hope House of Milwaukee, Inc.
Social Development Commission
TCCM-Pathfinders
Vets Place Central
VA Domiciliary
Milwaukee Women's Center
Health Care for the Homeless
Meta House, Inc.
My Home Your Home Lissy's Place
Guest House of Milwaukee, Inc.

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Introduction

Every year the Milwaukee Continuum of Care conducts a point in time census of homeless adults who are living on the street and other places not fit for human habitation as well as those who are living in emergency shelter and transitional housing. This year's census occurred on January 25, 2007, and included a new 16-question survey designed to gather important information about the causes and experiences of homelessness.

Methodology

The 2007 Point in Time Survey is a profile of the homeless adults who could be identified and interviewed at a single point in time – January 25, 2007 – and does not reflect 100% of Milwaukee County's homeless population. A total of 714 homeless adults were interviewed. This represents 48.6% of the total 1,470 homeless adults and children counted in the January 25th point in time count.

Unsheltered homeless people were surveyed by a team of forty-five (45) volunteers who conducted interviews at the four (4) major evening meal programs, the downtown public library, 211 @ IMPACT, and forty-three (43) street/outdoor locations or encampments.

Sheltered homeless people were surveyed by agency staff at twenty-one (21) emergency shelter and transitional housing facilities.

The **survey instrument** included sixteen (16) questions regarding:

- Demographic characteristics (age, gender, racial background, family status)
- Homeless experience (previous night stay, family members also homeless, number of times homeless, length of homelessness)
- Factors associated with homelessness (disability status, receipt of government benefits, cause for homeless episode, service utilization)

The survey also solicited homeless adults' responses to the question: "What would you like the people of Milwaukee to know about homelessness in our community?"

The **survey results** are presented in this report. Responses for each question are reported for the total number of homeless adults interviewed and then for the total number of chronically homeless adults interviewed. A person was identified as chronically homeless if he/she a) had a disabling condition and b) had been homeless for more than a year or homeless 4 or more times in the past three years.

Also included in this report is an analysis of 2-1-1 @ IMPACT Shelter Requests for the point in time as well as the three year trend (2004-2006) in requests for shelter assistance.

DEMOGRAPHIC CHARACTERISTICS OF HOMELESS ADULTS



AGE

Age Range	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
18 years or under	26	3.6%	25	5.1%	1	.5%
19 - 30 years	162	22.7%	138	27.9%	22	10.8%
31 - 40 years	126	17.6%	93	18.8%	33	16.3%
41 - 50 years	220	30.8%	135	27.3%	79	38.9%
51 - 60 years	145	20.3%	83	16.8%	57	28.1%
Over 60 years	14	2.0%	8	1.6%	5	2.5%
Missing	21	2.9%	13	2.6%	6	3.0%
Total	714	100.0%	495	100.0%	203	100.0%

- 1 out of 4 homeless adults is under age 30.
- The largest proportion (30.8%) is between ages 41 and 50 years.
- Non-chronically homeless adults tend to be younger than chronically homeless adults: 45.7% of non-CH adults were over the age of 41 compared to 69.5% of CH adults.
- There were few older adults (age 60+) in all categories.



GENDER

Gender	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Male	393	55.0%	234	47.3%	147	72.4%
Female	311	43.6%	255	51.5%	53	26.1%
Missing	10	1.4%	6	1.2%	3	1.5%
Total	714	100.0%	495	100.0%	203	100.0%

- The non-CH gender distribution mirrors that of the City of Milwaukee's population (48.1% male v. 51.9% female).¹
- 3 out of 4 CH adults are male.

¹ Milwaukee city, Wisconsin, 2005 American Community Survey, Data Profile, U.S. Census Bureau, American Factfinder.

DEMOGRAPHIC CHARACTERISTICS OF HOMELESS ADULTS



VETERAN

Veteran Status	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Veteran	122	17.1%	73	14.7%	45	22.2%
Not a veteran	531	74.4%	379	76.6%	143	70.4%
Missing	61	8.5%	43	8.7%	15	7.4%
Total	714	100.0%	495	100.0%	203	100.0%

- Nearly 1 in 5 homeless adults (17.1%) is a veteran. In the general population, 8.3% of adults are veterans.²
- CH adults are more likely to be veterans (22.2%) than non-CH adults (14.7%). This is a function of the much higher proportion of males in the CH population.



RACIAL/ETHNIC ORIGIN

Racial/Ethnic Origin	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Asian	5	.7%	2	.4%	3	1.5%
Native American	7	1.0%	6	1.2%	1	.5%
African American	441	61.8%	315	63.6%	116	57.1%
White	209	29.3%	134	27.1%	70	34.5%
Mixed	20	2.8%	15	3.0%	5	2.5%
Other	22	3.1%	16	3.2%	6	3.0%
Hispanic ³	46	6.4%	495	100.0%	10	4.9%

- African Americans are over-represented among the homeless population (61.8%) compared to the general population of the City of Milwaukee (40.2%).⁴
- White and Hispanic adults are under-represented (29.3%/6.4%) compared to the general population (44.7%/14.5%).
- The proportion of White adults increases in the CH population.

² American Factfinder, U.S. Census.

³ Consistent with the U.S. Census practice, persons identifying themselves as Hispanic can be of any race.

⁴ American Factfinder, U.S. Census.

DEMOGRAPHIC CHARACTERISTICS OF HOMELESS ADULTS



FAMILY COMPOSITION

Family Composition	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Single with <i>no</i> children	477	66.8%	306	61.8%	159	78.3%
Single with children	194	27.2%	162	32.7%	31	15.3%
Part of a couple with <i>no</i> children	8	1.1%	6	1.2%	2	1.0%
Part of a couple with children	13	1.8%	8	1.6%	5	2.5%
Other	12	1.7%	5	1.0%	6	3.0%
Missing	10	1.4%	8	1.6%	0	0%
Total	714	100.0%	495	100.0%	203	100.0%

- Most homeless adults (71.0%) are childless.
- The 207 homeless adults with children (single with children + part of a couple with children) reported having a total of 437 children (average of 2.1 children).
- Nearly 8 of 10 CH adults are single with no children.⁵

⁵ The survey instrument asked about family composition but did not confirm that the homeless respondent had custody of his/her children.

RESIDENTIAL MOBILITY OF HOMELESS ADULTS



WHAT CITY DID YOU LIVE IN THIS TIME LAST YEAR?

City	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Milwaukee	592	82.9%	408	82.4%	177	87.2%
Other city/place in Wisconsin	33	4.6%	24	4.8%	9	4.4%
Other city/place in another state	64	9.0%	51	10.3%	13	6.4%
Missing	25	3.5%	12	2.4%	4	2.0%
Total	714	100.0%	495	100.0%	203	100.0%

- Most (82.9%) homeless adults lived in Milwaukee “this time last year.” This is lower than the City’s population at large (92.1%).⁶
- CH adults are even more likely (87.2%) to have lived in Milwaukee over a year.
- About 1 in 7 non-CH adults (15.1%) reported having lived in another city/place in Wisconsin or another state last year.

⁶ American Factfinder, U.S. Census.

LAST NIGHT'S STAY



WHERE DID YOU SPEND LAST NIGHT?

Place	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
On the street, under a bridge, abandoned building, building, car, traveling on a bus, camping out or other place not fit for human habitation	51	7.1%	30	6.1%	21	10.3%
Hotel/motel	2	.3%	1	.2%	1	.5%
Temporarily with friends	28	3.9%	19	3.8%	8	3.9%
Temporarily with family	18	2.5%	10	2.0%	7	3.4%
Substance abuse treatment program	7	1.0%	2	.4%	5	2.5%
Prison	1	.1%	1	.2%	0	0%
Halfway house	3	.4%	1	.2%	2	1.0%
Don't know	2	.3%	1	.2%	1	.5%
Somewhere else	150	21.0%	105	21.2%	42	20.7%
Emergency shelter or transitional housing	452	63.3%	325	65.7%	116	57.1%
Psychiatric hospital	0	0%	0	0%	0	0%
Medical Hospital	0	0%	0	0%	0	0%
Jail	0	0%	0	0%	0	0%
Juvenile detention	0	0%	0	0%	0	0%
Foster care/ group home	0	0%	0	0%	0	0%
Total	714	100.0%	495	100.0%	203	100.0%

- One-third of homeless adults interviewed were unsheltered; that is, they had spent the previous night on the street, staying temporarily with friends or family, or "somewhere else."
- Only one person reported having spent the previous night in an institutional setting (prison); no one reported having spent the previous night in a psychiatric hospital, jail, juvenile detention, or foster care/group home.

FREQUENCY AND LENGTH OF HOMELESSNESS



INCLUDING NOW, WHAT IS THE TOTAL NUMBER OF TIMES YOU HAVE BEEN WITHOUT A PERMANENT PLACE TO LIVE IN THE LAST THREE YEARS?

Times homeless past 3 years	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
One time	262	36.7%	212	42.8%	47	23.2%
Two times	163	22.8%	130	26.3%	29	14.3%
Three times	68	9.5%	49	9.9%	19	9.4%
Four times	35	4.9%	6	1.2%	29	14.3%
Five or more times	89	12.5%	17	3.4%	72	35.5%
Missing	97	13.6%	81	16.4%	7	3.4%
Total	714	100.0%	495	100.0%	203	100.0%

- Most homeless adults (59.5%) have been homeless one to two times in the past three years. A significant proportion (26.0%) had three or more episodes.
- CH adults (by definition) were much more likely to have repeated (3+) homeless episodes: 59.2% of CH adults had been homeless three or more times in the past three years.

HOW LONG HAVE YOU BEEN WITHOUT A PERMANENT PLACE TO LIVE THIS TIME?

Length of current homeless episode	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Less than 1 month	121	16.9%	111	22.4%	10	4.9%
More than 1 month but less than 1 year	272	38.1%	240	48.5%	30	14.8%
1 to 3 years	153	21.4%	40	8.1%	113	55.7%
More than 3 years	54	7.6%	9	1.8%	45	22.2%
Don't know	16	2.2%	12	2.4%	4	2.0%
Missing	98	13.7%	83	16.8%	1	.5%
Total	714	100.0%	495	100.0%	203	100.0%

- About one-third (31.2%) of homeless adults had a current episode of homelessness lasting longer than one year.
- 8 of 10 CH adults (79.9%) had a current episode of homelessness longer than one year.

DISABILITY AND OTHER SPECIAL NEEDS



DO YOU THINK YOU HAVE OR HAVE YOU BEEN TOLD THAT YOU HAVE: (MULTIPLE RESPONSES POSSIBLE)

Disability/ Special Condition	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Mental illness	238	33.3%	117	23.6%	115	56.7%
Physical disability	121	16.9%	65	13.1%	55	27.1%
Alcohol abuse	213	29.8%	115	23.2%	91	44.8%
Drug abuse	216	30.3%	127	25.7%	81	39.9%
Developmental disability	26	3.6%	14	2.8%	12	5.9%
HIV/AIDS	3	.4%	1	.2%	2	1.0%
Domestic violence victim	46	6.4%	33	6.7%	13	6.4%
Other	46	6.4%	38	7.7%	7	3.4%

- The most prevalent disability among homeless adults is mental illness followed closely by alcohol abuse and drug abuse.
- There is a very high incidence of dual/multiple disabilities particularly among CH adults.
- The incidence of physical disability among CH adults (27.1%) is twice the rate of non-CH adults (13.1%).

UTILIZATION OF MAINSTREAM RESOURCES



ARE YOU OR ANYONE ELSE IN YOUR FAMILY RECEIVING ANY OF THE FOLLOWING GOVERNMENT BENEFITS OR EMPLOYMENT INCOME? (MULTIPLE RESPONSES POSSIBLE)

Government benefit/ employment income	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Social Security	44	6.2%	28	5.7%	14	6.9%
SSI	80	11.2%	46	9.3%	29	14.3%
SSDI	24	3.4%	14	2.8%	10	4.9%
GAMP	113	15.8%	69	13.9%	41	20.2%
TANF/W-2	66	9.2%	55	11.1%	10	4.9%
Badger Care	48	6.7%	43	8.7%	5	2.5%
Veterans Benefits	15	2.1%	9	1.8%	6	3.0%
Veterans Health Care	36	5.0%	22	4.4%	14	6.9%
Unemployment Benefits	10	1.4%	8	1.6%	2	1.0%
Medicaid	76	10.6%	52	10.5%	22	10.8%
Medicare	44	6.2%	29	5.9%	15	7.4%
Food Stamps	247	34.6%	171	34.5%	71	35.0%
Other	34	4.8%	28	5.7%	6	3.0%
Employment income	98	13.7%	80	16.2%	18	8.9%
No benefits of any kind	174	24.4%	110	22.2%	60	29.6%

- One in four homeless adults does not receive government benefits or employment income. This is true for all homeless adults surveyed as well as non-CH and CH adults.
- Utilization of Veterans Benefits and Veterans Health Care appears low (2.1%/5.0%) in light of the percentage of veterans in the surveyed population (17.1%).
- CH adults do not have markedly lower rates of benefit utilization in other areas except in the area of employment income where they were half as likely as non-CH to be employed.

CAUSES OF HOMELESSNESS



WHY DID YOU BECOME HOMELESS THIS TIME? (MULTIPLE RESPONSES POSSIBLE)

Cause of homelessness	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Hospital discharge	19	2.7%	11	2.2%	8	3.9%
Lost job/can't find work	198	27.7%	132	26.7%	62	30.5%
Family break-up	88	12.3%	57	11.5%	28	13.8%
Runaway/throwaway	12	1.7%	8	1.6%	4	2.0%
Jail/prison discharge	53	7.4%	26	5.3%	25	12.3%
Eviction/foreclosure	102	14.3%	70	14.1%	31	15.3%
High utility costs	22	3.1%	10	2.0%	12	5.9%
Lost benefits	16	2.2%	8	1.6%	8	3.9%
Mental illness	57	8.0%	19	3.8%	37	18.2%
Wages too low	85	11.9%	57	11.5%	27	13.3%
Abuse/violence	50	7.0%	40	8.1%	10	4.9%
Foster care discharge	0	0%	0	0%	0	0%
Medical problems	46	6.4%	24	4.8%	22	10.8%
High housing costs	37	5.2%	23	4.6%	14	6.9%
AODA problems	95	13.3%	40	8.1%	53	26.1%
Asked to leave place where I was staying	90	12.6%	63	12.7%	27	13.3%
Other	69	9.7%	49	9.9%	20	9.9%

- "Lost job/can't find work" was cited by 1 in 4 homeless adults (27.7%).
- Several causes had a much higher incidence among CH adults compared to non-CH adults including: jail/prison discharge (12.3%/5.3%), mental illness (18.2%/3.8%), medical problems (10.8%/4.8%), and AODA problems (26.1%/8.1%).
- About one in eight homeless adults reported being homeless because they had been asked to leave where they had been staying.

SERVICE NEEDS AND GAPS



**IN THE PAST MONTH, WHAT SERVICES DID YOU OR ANYONE IN YOUR FAMILY NEED BUT COULD NOT GET?
(MULTIPLE RESPONSES POSSIBLE)**

Services needed but NOT received	Total Number	Total Percent	Non CH Number	Non CH Percent	CH Number	CH Percent
Help finding work/employment assistance	148	20.7%	90	18.2%	52	25.6%
Help finding permanent housing	122	17.1%	74	14.9%	45	22.2%
Emergency shelter	45	6.3%	31	6.3%	14	6.9%
Food	57	8.0%	34	6.9%	19	9.4%
Rent or utility assistance	65	9.1%	36	7.3%	27	13.3%
Transportation/bus passes	60	8.4%	36	7.3%	21	10.3%
Medical care	80	11.2%	52	10.5%	25	12.3%
Dental care	66	9.2%	43	8.7%	21	10.3%
Mental health care	21	2.9%	11	2.2%	10	4.9%
Alcohol or drug abuse treatment	21	2.9%	8	1.6%	13	6.4%
Help getting a Wisconsin ID or driver's license	29	4.1%	14	2.8%	13	6.4%
Help getting government benefits	42	5.9%	22	4.4%	19	9.4%
Child care	17	2.4%	11	2.2%	6	3.0%
Other service	22	3.1%	13	2.6%	4	2.0%
NO services that we couldn't get	294	41.2%	203	41.0%	90	44.3%

- "Help finding work/employment assistance" and "help finding permanent housing" were the two most frequently mentioned services (20.7%/17.1%) that homeless adults needed but could not obtain. These percentages were somewhat higher for CH adults (25.6%/22.2%)
- Across the board (all homeless adults interviewed, non-CH and CH), 4 of 10 respondents indicated that there were NO services they needed but could not get. Conversely, this means that 6 of 10 respondents had service needs in the past month that had not been met.

FOOD FOR THOUGHT

Any good survey raises as many questions as it answers. The survey results presented in this report – although reliable and valuable – only scratch the surface of understanding the problem of homelessness in our community.

There are several areas that warrant further investigation and discussion.

1. **Where are the homeless older adults?** The point in time survey counted only fourteen (14) individuals over the age of 60 years. To put this in perspective, 145 individuals were counted in the age 51 to 60 year age group. Where are the 60+ year old homeless adults? Are older adults all adequately housed? Does high mortality explain the low number? Or are homeless older adults not frequenting the places where the point in time survey occurred?
2. **Where is “someplace else”?** Homeless adults were asked “Where did you spend last night?” Despite having fourteen (14) places from which to choose including places not fit for human habitation, institutional settings, family and friends, and emergency shelter/transitional housing, 21.0% of respondents (150 individuals) indicated “somewhere else.” Because we did not ask a follow-up question, it is impossible to know what “somewhere else” represents.
3. **What does “missing” data tell us?** Sometimes missing data is just that – a question that wasn’t asked or a person who didn’t want to answer a particular question. Sometimes, though, missing data may represent something else. Two questions have high “missing” percentages: 1) “Including now, what is the total number of times you have been without a permanent place to live in the last three years” and 2) “How long have you been without a permanent place to live this time?” In both cases, about 1 in 7 individuals fell into the “missing data” category possibly representing a lack of awareness or an inability to keep count of the passage of time and homeless episodes.
4. **Are homeless adults receiving government benefits appropriate to their needs and eligibility?** With the exception of Food Stamps (used by 34.6% of those interviewed), use of government benefits seems very low. For example, 122 individuals identified themselves as veterans yet only 46 (37.7%) reported receiving veterans benefits or veterans health care. Similarly, of the 383 single homeless adults not receiving SSI or SSDI, only 113 (29.5%) reported using GAMP (General Assistance Medical Program) despite the very high likelihood that all would be eligible, e.g. single adult, Milwaukee County resident, low income. What is the disconnect between homeless adults’ eligibility and their actual utilization of government benefits?
5. **Are there service gaps in the continuum of care and what are they?** The majority (58.8%) of respondents identified services they needed but had been unable to get. However, with the exception of help finding work (20.7%) and help finding permanent housing (17.1%), the unmet service needs are spread across the gamut with no one or two categories standing out as areas requiring substantially more resources or access. At the same time, 41.2% of respondents indicated that they had been able to access all the services they needed. Yet those individuals as well as those with unmet service needs continued to be homeless, many for extended periods of time.

Discussion of the survey results is likely to surface many other questions that deserve more indepth statistical analysis as well as areas that should be included in the Continuum’s next point in time survey slated for January of 2009. As the Continuum of Care moves forward with its efforts to develop a comprehensive 10-Year Plan, the survey results including the insights provided by homeless adults provide a solid foundation and a strong connection to the current issues facing Milwaukee’s homeless population.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

As part of the interview, homeless adults were asked this important question. Typically a research report would consolidate and summarize responses into categories. We think it is more valuable to hear directly from the people who took the time to give us their opinions. So here are the views of the homeless people who were interviewed on January 25, 2007.

St. Vincent De Paul

- 1 Why doesn't anyone care!
- 2 It's a bad problem in Milwaukee that needs to be addressed.
- 3 They are human beings. Why are they being discriminated against. Both she and her husband work and should be treated fairly. She feels because she and her husband are homeless. Mean they are deserving of unfair treatment.
- 4 He feels there are a great number of people in Milwaukee. We are homeless who don't want to go to shelters because of the way they are treated. Also, there aren't enough shelters in Milwaukee especially during the winter months. They need more shelter for people to go to. Also, they don't feel the reality in the shelters is fair.
- 5 They need more shelters and more funding for people who are homeless.
- 6 Give more credit. We are willing to work but not given the chance. So forced to sleep on streets. Turned back on us.
- 7 More Jobs!
- 8 Lots of people need help. Society should know more about medical needs.
- 9 So many empty buildings that could be used for the homeless.
- 10 Nobody really gives a damn.
- 11 Homeless more than people know.
- 12 Need more opportunity for work.
- 13 Help!
- 14 High rent city in nation little help for homeless with religious pressure too much.
- 15 Too much money for war condos. Not enough tenants.
- 16 Jobs for impaired people
- 17 To have a place for homeless to spend the night especially during winter time.
- 18 Homelessness is due to alcohol mostly.
- 19 Its too cold to be out in the street
- 20 Get a job. Don't drink.
- 21 The don't get enough in SSD.
- 22 "You work you eat."
- 23 Milwaukee should care about the people who are homeless. It could happen to them. Need more housing for homeless.
- 24 All talk and no truth help.
- 25 Lots of homeless people are not understood.
- 26 Lack of shelter space and no one understands.
- 27 They need a lot more help. More shelters.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

Veterans Administration Domiciliary

- 1 What can be done about the homeless situation?
- 2 No comment.
- 3 To help them out because some vets can't get in here because of their problems.
- 4 It is getting worse and not enough people care.
- 5 The need for assistance is great.
- 6 There should be more places available for homeless person to live and get on their feet with or without family.
- 7 Nothing.
- 8 Thank you for your support.
- 9 Better than many others.
- 10 NA
- 11 Bad luck can happen to "normal people."
- 12 It needs immediate help.
- 13 Find them a place to stay.
- 14 It sucks.
- 15 That it's rampant among vets and children.
- 16 Most are 1-2 paychecks away from being homeless.
- 17 That it is real and should do more about it.
- 18 There are more homeless people than there are counted in the media.
- 19 More and more.
- 20 Nothing at this time.
- 21 You can get off the streets if you apply yourself. Get help. There's help out there if you seek it.
- 22 They should know there are a lot of people out there and need help.
- 23 Homeless shelters are no places to be—especially downtown Milwaukee.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

Guest House

- 1 That homelessness is more prevalent than many people may think and with the opportunity to change this condition there are men who will seize the chance to change their lives. We need as many people as possible to combat homelessness. Any man who wishes to truly get himself together and secure shelter and employment along with many other needs should try the guest house and their many possibilities. The reality of hope has changed my life and can change many, many others.
- 2 It's an epidemic and the people seem to be getting younger each year.
- 3 That its not only a AODA or mental health issue that a person is homeless for more reasons then these.
- 4 It's widespread and for different reasons people are homeless or about to become homeless.
- 5 Help getting jobs for the homeless. Good job.
- 6 More time, more humane treatment.
- 7 There is a place you can go for help. Thank God for the Guest House.
- 8 They all need a home to stay.
- 9 If you have a job and place to live, try not to lose it. Living on the streets only results in being looked down on by others and society will constantly keep on disrespecting by talking about you.
- 10 That people are homeless for a reason, not because they can't get a job. But they have other issues which include alcohol and drug abuse as well as mental health issues, medical and dental. Plus legal problems and we all need help to get back on our feet.
- 11 Never stay with no one.
- 12 If you can help, please assist those that are needy if you can afford it. Stay humble! Keep up the faith! Help is on the way. Thanks :)
- 13 It's rampant.
- 14 Each person has different reasons for becoming homeless.
- 15 That we truly want to be better citizens. We do want jobs and or education for ourselves and our families.
- 16 Need to initiate more employment opportunities that relate to homeless people not their work history.
- 17 Something should be done to help homeless in our community, because they are worth helping. With the money that's being wasted by our government some of that money should be set aside for our homeless community. Its going to take the voice of all of our people to let our government know that this can no longer be tolerated. If we can help fund a war, we ca surely help our homeless community.
- 18 To be serious about the homelessness in our community because its not getting better anytime soon. The people are getting younger not older.
- 19 That a lot of people are homeless for some type of reason because of lost jobs, family break-ups and so on.
- 20 That it shouldn't be this way in our society. No one should be homeless!
- 21 The majority of the things that can make one homeless can happen to anyone at any time.
- 22 We need to come together to help each other—even the homeless.
- 23 Some people choose it as a way of life and have no ambition—others hate being homeless but have the rescue mission more. Some are hopeless addicts, many have mentally and physically ill. Others want to recover to a good former life, including home, car, job, children and work until they succeed.
- 24 There are people that really need somewhere to live, they need medical help and food to eat and clothes. We need jobs, we need a chance to show someone that we can be responsible. The bottom lin is that we need help....

- 25 That it's sad to know that more establishments like the Guest House are not operating in such a unique and helpful way. And I truly wish that the Guest House became more able to expand to help more people.
- 26 Just help for home.
- 27 That it can happen to anyone living check by check. I feel the jobs aren't in Milwaukee, like when my father came here back in the sixties and seventies you could leave one job for another with no problem.
- 28 Homelessness is not a disease—it is a product of apathy. It is the attitude of indifference that contributes much to the rise in domestic and street violence, drug and alcohol dependence, depression, isolation, suicide—all of these are just a few factors to homelessness. A wise man once said, "Love your neighbor as yourself." You may say I don't have time to help these people! Hate, however, is not the opposite of love—love's opposite is indifference.
- 29 The amount of love and respect we give and compassion.
- 30 It is a very serious matter and should be addressed more closely and homeless people get taken advantage of more than others by the city and county! They need representation.
- 31 Homeless get jobs.
- 32 Everyone doesn't present their self dirty like some do.
- 33 So everyone will have somewhere to go.
- 34 Everyone needs to pull together and help everyone.
- 35 No comment.
- 36 Yes, there are a number of homeless people that either are too far gone to help themselves even with rehab programs or that just don't care anymore. But I believe that there is a huge number out there that would love to go help and find work and support themselves and their families. Homelessness is not just an outcome of alcohol or drug problems. But also loss of income due to an economic condition in this area that is not conducive to expansion of decent paying jobs.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

Vets Place Central

- 1 That's very prevalent and there needs to be more to combat the problem. We need more shelters.
- 2 That homelessness can happen to anyone.
- 3 They need help!
- 4 Permanent housing solutions needed for the mentally ill.
- 5 Some people are homeless not helpless.
- 6 Help them get on their feet.
- 7 You can help yourself do better with the services that are in place and you do the foot work.
- 8 That it is an ongoing problem, that can affect anyone. It does not discriminate. It not is only prevalent in our communities. It is a major problem in our nation. The city of Milwaukee should not look down on those who are homeless but stand up to help them and offer alternatives.
- 9 There is help for veterans.
- 10 We are becoming hopeless and that's not good.
- 11 That it shouldn't be considering monies spent elsewhere.
- 12 The numbers.
- 13 That they should do something about it.
- 14 That they are good workers.
- 15 Help us to alienate this problem.
- 16 Have more facility like Vets Place Central for people that are not veterans!!!!
- 17 There really needs to have more attention focused on the homelessness situation in the city. More people to step up to the plate and give to more groups that assist in the matter.
- 18 It could happen to anyone at any given moment.
- 19 It is a tragedy.
- 20 That they deserve the same right and treatments that others do. However they should try and help themselves.
- 21 Everything.
- 22 Just that I truly believe your doing the best you can under the difficult situations.
- 23 That we are all God's people and we should not turn are backs to them.
- 24 How prevalent it is.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

Cathedral Center

- 1 There is a lot of mental illness around and more money should be spent on women, also mental health nurses should not creep in and then creep out. It's like they are sneaking around!
- 2 Need to be enrolled in a payee program.
- 3 Mental health care should be available for all who need it w/o problems.
- 4 Needed programs for at risk teens that need guidance in there life.
- 5 Being homeless isn't good. The government sends money to other countries and not taking care of their own.
- 6 Need more agencies to advocate for better (affordable) housing.
- 7 Need help to conquer the homelessness in Milwaukee.
- 8 Please give to the needy.
- 9 Would like the Milwaukee public to know that shelter are in great need for families that are in need of housing or shelter.
- 10 Job training is needed so a person can become self sufficient.
- 11 In need of affordable housing.
- 12 Provide the homeless population with tools to get into housing and training for jobs.
- 13 It is unsafe to be out without a home, it is dangerous, it is cold and there is no place to be; you are subject to all sorts of indignities; no water, no food; if you don't have bus passes you can't get anywhere.
- 14 Being homeless in Milwaukee has taught me to be a better person because I know I will not want to be homeless ever again!
- 15 It sucks!
- 16 Once people get to be homeless, they cannot seek help because they don't know how. They would appreciate getting brochures that explain how and where they can go get help.
- 17 This should not have been an epidemic. There should always be a place for people to go.
- 18 Affordable housing is needed and more assistance with the high cost of utilities.
- 19 Never stereotype, homelessness comes in all types and colors; one can be homeless due to abuse, verbal abuse and it may just be an emergency case
- 20 It sucks!
- 21 A little more resources should be available, that would be good!
- 22 Need more affordable housing and utility assistance.
- 23 Shelters should stay open because they are needed!
- 24 It's a struggle. More advocates needed for the homeless population.
- 25 Health insurance is needed.
- 26 I can try harder to maintain my indepedence in keeping housing when I have it and not associate with drugs and alcohol.
- 27 It helps to have shelters when you need them the most!
- 28 Would like the Milwaukee public to know that the homeless population are in need of affordable housing and medical/health benefits.
- 29 Feels no one should have to resort to living on streets

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

Daystar

- 1 We get treated different in public, looked down upon, talked about and there isnt enough shelters where women get to stay all day. Without food and shelter. Where you sleep on cots and don't get meals every night. And spend a night on the floor. With one itchy blanket. And share bathrooms with 21 other women. And then have to wait in the cold till 9pm to 7am we had to be out. Its also hard to get work and have a way for them (employers) to contact you
- 2 Milwaukee as a city, as a people have reached out their hands in order to help those in need. Without caring people and organizations sad to say, there are many who would have no shelter no hope, and no help to get on their feet... that's what homeless people want, not just a hand out, but help to return to a place of self sufficiency.
- 3 It doesn't feel good.
- 4 That we didn't ask for this to happen to us. But it does and it's good people care enough to take us in.
- 5 To build more affordable housing making low income housing more available and more shelter and drug and alcohol counseling available.
- 6 It contributes to dependency and helplessness though with positive thoughts and assistance they can achieve success. Homelessness doesn't mean all is gone. Through the right channels help can be sought so think positive and seek help!
- 7 They really need more help with job training. Life skills. Rent help. They are not bad people. Homelessness people have feelings. They do try to help themselves. Don't make fun of them and say bad things if you don't know their story and where they have been. Help them out if you can.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

Matt Talbot Recovery Center

- 1 Its not fun. Sucks knowing you don't have any place to go.
- 2 Housing needs to be affordable to all people, more jobs and better pay for more minorities in better positions.
- 3 It shouldn't be this way, but I put myself in this situation due to my addiction.
- 4 Very hard to get a permanent place to live and you don't have no income—and an alcohol problem—shelters wont let you in if you have alcohol on your breath go to mission St.James to eat to the library, then go to the breach may want to stop at the guest house most of the times the shelters are full.
- 5 Very dangerous for honest people to be in the neighborhood with homeless people. Big reason for homelessness is drugs and alcohol.
- 6 A lot of homeless people in Milwaukee. A lot of people want to get a home but when you're making \$6-7/hr it's hard to come up with the security deposit and rent.
- 7 There's a lot of it for some reason. It's a choice for others and others don't have a choice. I choose to be homeless because of my addiction and I was hurting my family. Most homeless people are addicts.
- 8 It's Hell.
- 9 It needs to be changed. Shelter for everyone that's homeless. No one should be homeless in this country.
- 10 There are a lot of homeless. There should be more shelters. Pray for them.
- 11 It's too common and not enough jobs. That there is too much of it.
- 12 It's spreading
- 13 It's individuals that make the choice—can't feel sorry for them due to drug or alcohol.
- 14 Homelessness should be addressed that each and every person should be provided some type of job and roof over their head. Should also apply to veterans.
- 15 It is very difficult for people to find work—affordable housing not available—even after someone finds a job rent is high.
- 16 One time when I was homeless I could not find a place that would house/shelter a man with his children—that is messed up.
- 17 Big problem—anything can happen to them. They are sick, unemployed, drugged out—there should be more places for them—they need help to get them on their feet
- 18 I don't know.
- 19 Very depressing, morally degrading, makes people want to give up, makes you feel worthless, no guidances, makes you want to hang around with wrong crowd. Do things that you normally wouldn't do—steal do drugs to escape.
- 20 Personal belongings are not safe in shelter-showers make you feel like you're cattle.
- 21 That a lot of it stems from substance abuse.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

All Saints

- 1 They should make use of all these vacant buildings fit for low income people.
- 2 No comment.
- 3 No reply.
- 4 We need help with the youth adult summer programs.
- 5 People need help.
- 6 The pain.
- 7 Tax dollars should be used to support those that are in serious need.
- 8 Give homeless population more economic opportunity.
- 9 It's not fair!
- 10 It's a shame.
- 11 It shouldn't be considering monies spent elsewhere.
- 12 Its sad and pitiful for a US citizen born and raise here to be treated like illegal aliens.
- 13 That we need to take care of our own first.
- 14 The U.S. should take care of its people first, and put everything else second.
- 15 More houses for homeless recipients. More medical, dental and insurance programs available. More job training programs. Immigration is a major factor. This law is unfair and technically illegal
- 16 Help homeless people by passing illegal rights benefits from fleeing immigrants. Make them U.S. citizens or give us back their job. Tend to Americans other than letting them run this place—get money and the jobs sending it home. Keep jobs, money and low taxes for the U.S. and tax the immigrants more.
- 17 Need to address homeless issue it's out of control we need help.
- 18 It's bad.
- 19 They need to replenish jobs in the U.S. and tend to Americans rather than giving all benefits to immigrants. Take jobs from them and keep it for U.S. citizens.
- 20 Help more people off the street and someone better in the White House. People digging deep even—that nickle counts. Preparing more bills for Congress to pass provides programs meant to get them up on there feet.
- 21 More concern on helping people because you never know when you'll be in their shoes
- 22 More low income housing elimination of immigrants that are taking jobs and homes—more resources and info for help. More gov. contracts. More child care.
- 23 People need more assistance.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

St. Bens

- 1 Get a place and keep it.
- 2 There are a lot of homeless people out here. They should use the money to provide shelter first.
- 3 More available housing for older people.
- 4 Milwaukee could care for men more than women, health care and help assistance.
- 5 Enough general labor jobs rehab jobs. Would like to see jobs fairs that employ rehabs.
- 6 Learn from mistakes. How you live with others and learn other peoples mistakes.
- 7 Racism, greed and power.
- 8 Watch Documentary.
- 9 "Lay off crack cocaine—make drug treatment free—a place where people can live that's cheap."
- 10 It's a growing problem jobs disappearing especially when you see it in hearing stage.
- 11 The road to get back on your feet is too difficult—steps and barriers.

SDC-Family Support Center

- 1 We need jobs to afford housing cost.
- 2 Just because you're homeless doesn't make you a bad person. I don't think there's enough affordable housing for people.
- 3 That it is a issue that needs some help. There needs to be more jobs.
- 4 There is a problem with homelessness. People need help.
- 5 There is a big problem.
- 6 It affects more people than drug users or alcoholics.
- 7 I think there is too much homelessness we need more affordable housing, employment, and better wages and healthcare.
- 8 There is help available in the community.
- 9 It's a big problem that could be prevented. Making resources available for people.
- 10 We need more affordable housing programs.
- 11 That it is a serious problem and that people should reach out more and help. People shouldn't look down on others when they can afford things that others can't.
- 12 It ain't easy. It is a lot of other aspects around being homeless it's not just having a house—it's more.
- 13 There is help available for you with resources.
- 14 It's hard being homeless. It's not fun.
- 15 Milwaukee is excellent for helping the homeless. There are resources available for people to help them.

WHAT WOULD YOU LIKE THE PEOPLE OF MILWAUKEE TO KNOW ABOUT HOMELESSNESS IN OUR COMMUNITY?

Library

- 1 It's very serious. Sleep under a bridge-very cold. Why not build shelters?
- 2 Not fun, no \$ in pocket, can't go places.
- 3 Consumer states he needs help finding affordable housing consumer states is low.
- 4 Count people on streets homeless—not one in shelter. Stated that he knows of about 10 people who have tents set up at night.
- 5 Everybody should be given a second chance. Not being allowed to get low income housing due to being in jail.
- 6 It's amazing how quickly it happens.
- 7 There has been a great improvement in services.
- 8 Spend more money at home instead of overseas. Subsidized housing with opportunities for employment.
- 9 There are too many abandoned houses. Why not put them to use?
- 10 You can't plan ahead to know you're going to be homeless. Push people away because they are homeless. Too many families live in substandard housing.
- 11 "Lots of people out here." "Should build apartments for homeless like some other cities, New York, etc."
- 12 Help me with a fixed income. Help find low income housing.
- 13 Shelters take your clothes and lock them up. Shelters have no nurse and no medical care. People are sick . Im a private person. This aint the life you want to live. Im living it by chance not choice.

Autumn West

- 1 Need more housing.
- 2 Its hard being homeless—where to sleep, no benefits, no income.
- 3 Some people need not to look down on others because they are mentally ill.
- 4 I don't know.
- 5 Im not sure what to say.
- 6 Agencies are lacking in leadership in assisting non-profit and clients. The process is too low for the result to work. UA P.U.D Sec is housing, Food Stamps
- 7 Very good.

Lissy's Place

- 1 It's a nationwide problem, not just some communities, starting with poverty. Violence and lack of education and job and transportation. It's affecting America as a whole.
- 2 I would like them to know that it is a growing problem. The age range of homeless people is also decreasing. We need more help for homeless people and the shelters need to provide more than just shelter.
- 3 It's good to have a place for a girl to live and think its very nice how people help others.
- 4 I would like for the people of Milwaukee to know that the homeless are people too. Everyone has their different problems and reasons for what they are going through.
- 5 Homeless need help, love and care. Please consider us when they're spending their money.
- 6 Its really nice to have transitional housing and the people who donate to that cause are our saviors.
- 7 Nothing—it's your choice.
- 8 It is a bigger issue than you think.

**MILWAUKEE CONTINUUM OF CARE
2007 POINT IN TIME SURVEY INSTRUMENT**

LIKE THIS: ● Not this: ☒ Not this: ☒

1. What is your age? ☐ 18 or under
 ☐ 19-30
 ☐ 31-40
 ☐ 41-50
 ☐ 51-60
 ☐ Over 60
2. Are you... Male ☐ Female ☐
3. Have you served in the U.S Military? Yes ☐ No ☐
4. Do you consider yourself to be Hispanic, Latino or Spanish? Yes ☐
 No ☐
5. Which one category best describes your racial background? (Check only ONE response)
 ☐ Asian
 ☐ Native American/Alaska Native
 ☐ Black/African American
 ☐ White
 ☐ Mixed race
 ☐ Other
6. Are you (Check only ONE response)
 ☐ A single person (including divorced or separated)
 ☐ A single parent with children under 18
 ☐ Part of a couple with children under 18
 ☐ Part of a couple without children under 18
 ☐ Other
7. What city did you live in this time last year?
 ☐ Milwaukee
 ☐ Other city/place in Wisconsin
 ☐ Other city/place in another state
 ☐ Outside the U.S.

8. Where did you spend last night?

- ☐ On the street, under a bridge, abandoned building, building, car, traveling on a bus, camping out
- ☐ Hotel/motel
- ☐ Temporarily with friends
- ☐ Temporarily with family
- ☐ Psychiatric hospital
- ☐ Medical hospital
- ☐ Substance abuse treatment program
- ☐ Jail
- ☐ Prison
- ☐ Halfway house
- ☐ Juvenile detention
- ☐ Foster care/group home
- ☐ Don't know
- ☐ Somewhere else

NOTE: If the answer is emergency shelter or transitional housing, terminate the interview.

9. How many family members were with you last night who also don't have a permanent place to live?

Number of total family members	Number who are children under 18
<input type="checkbox"/> 1	<input type="checkbox"/> 1
<input type="checkbox"/> 2	<input type="checkbox"/> 2
<input type="checkbox"/> 3	<input type="checkbox"/> 3
<input type="checkbox"/> 4	<input type="checkbox"/> 4
<input type="checkbox"/> 5	<input type="checkbox"/> 5
<input type="checkbox"/> 6	<input type="checkbox"/> 6
<input type="checkbox"/> More	<input type="checkbox"/> More

10. Including now, what is the total number of times you have been without a permanent place to live in the last three years? (Check only ONE response)

- ☐ Never, I am NOT homeless
- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ Five or more

11. How long have you been without a permanent place to live this time? (Check only ONE response)

- ☐ I am NOT homeless
- ☐ Less than 1 month
- ☐ More than 1 month but less than 1 year
- ☐ 1 to 3 years
- ☐ More than 3 years
- ☐ Don't know

12. Do you think you have or have you been told that you have: (Read each line and check ALL that apply)

- ☐ Mental illness
- ☐ Physical disability
- ☐ Alcohol abuse
- ☐ Drug abuse
- ☐ Developmental disability
- ☐ HIV/AIDS
- ☐ Domestic violence
- ☐ Other

13. Are you or anyone else in your family receiving ANY of the following government benefits? (Check ALL that apply)

- | | |
|--|--|
| <input type="checkbox"/> Social Security | <input type="checkbox"/> Income from a job |
| <input type="checkbox"/> SSI | <input type="checkbox"/> Unemployment Benefits |
| <input type="checkbox"/> SSDI | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> GAMP | <input type="checkbox"/> Medicare |
| <input type="checkbox"/> TANF/W-2 | <input type="checkbox"/> Food Stamps |
| <input type="checkbox"/> Badger Care | <input type="checkbox"/> Other |
| <input type="checkbox"/> Veteran Benefits | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Veteran Health Care | |

14. Why did you become homeless this time? (Check ALL that apply)

- | | |
|--|---|
| <input type="checkbox"/> Hospital Discharge | |
| <input type="checkbox"/> Lost job/can't find work | <input type="checkbox"/> Wages too low |
| <input type="checkbox"/> Family break-up | <input type="checkbox"/> Abuse/violence |
| <input type="checkbox"/> Runaway/throwaway discharge | <input type="checkbox"/> Foster care |
| <input type="checkbox"/> Jail/prison discharge | <input type="checkbox"/> Medical problems |
| <input type="checkbox"/> Eviction/foreclosure | <input type="checkbox"/> High housing costs |
| <input type="checkbox"/> High utility costs | <input type="checkbox"/> AODA |
| <input type="checkbox"/> Lost Benefits | <input type="checkbox"/> Asked to leave |
| <input type="checkbox"/> Mental illness | <input type="checkbox"/> Other |

15. In the past month, what services did you or anyone in your family need but could NOT get? (Check ALL that apply)

- ☐ Help finding work/employment assistance
- ☐ Help finding permanent housing
- ☐ Emergency shelter
- ☐ Food
- ☐ Rent or utility assistance
- ☐ Transportation/bus passes
- ☐ Medical care
- ☐ Dental care
- ☐ Mental health care
- ☐ Alcohol or drug abuse treatment
- ☐ Help getting a Wisconsin ID or driver's license
- ☐ Help getting government benefits
- ☐ Child care
- ☐ Other service
- ☐ Needed NO services we couldn't get

16. What would you like the people of Milwaukee to know about homelessness in our community?

2-1-1 @ IMPACT SHELTER REQUESTS 2004 - 2007.

**2-1-1 @ IMPACT
MILWAUKEE SHELTER REQUESTS (2004 – 2007)**

2-1-1 @ IMPACT, Milwaukee County's comprehensive information and referral hotline, records calls received for shelter. The 2006¹ year-end report from 2-1-1 @ IMPACT documents that there were 16,075 calls for shelter for all of 2006 (see Table 1. below), averaging over 1,300 calls per month. This represents a 1.6% decrease from 2005 (see Table 2. below), when 16,333 calls for shelter were received. For the month of January 2007, 2-1-1 @ IMPACT received 972 calls for shelter which is a 23.9% decrease over the same period in 2006 (see Table 2. below).

On January 25, 2007, 2-1-1 @ IMPACT received 28 calls for shelter, down 12.5% from the 32 calls received on January 26, 2006 (see Tables 1. & 2. below).

Table 1.) 2-1-1 @ IMPACT Calls for Shelter

Report Periods	2004	2005	2006
Year-End	15,121	16,333	16,075
	2005	2006	2007
January	1,350	1,278	972
January 26 th or 25 th 2	45	32	28

Table 2.) 2-1-1 @ IMPACT Calls for Shelter – Yearly Change

Report Periods	'04 to '05 Difference	'04 to '05 % Change	'05 to '06 Dif- ference	'05 to '06 % Change	'04 to '06 Difference	'04 to '06 % Change
Year-End	1,212	8.0%	-258	-1.6%	954	6.3%
	'05 to '06 Difference	'05 to '06 % Change	'06 to '07 Difference	'06 to '07 % Change	'05 to '07 Difference	'05 to '07 % Change
January	-72	-5.3%	-306	-23.9%	-378	-28.0%
January 26 th or 25 th	-13	-28.9%	-4	-12.5%	-17	-37.8%

When change over a three-period span is examined, the data shows that the number of total calls increased 6.3% (954 calls) between 2004 & 2006 (see Table 2. above). However, for the two reporting periods of January and January 25th/26th, the number of total calls exhibited a dramatic decrease as evidenced by a 28% decrease (378 calls) between the January 2005 reporting period and the January 2007 reporting period. Moreover, for the specific dates of January 26th/25th, the data shows 37.8% decrease (17 calls) between 2005 & 2007.

According to the 2-1-1 @ IMPACT year-end report, calls for emergency shelter accounted for 84.4% (12,757) of all calls in 2004, 85.2% (13,909) of all calls in 2005, and 86.1% (13,837) of all calls in 2006 (see Table 3. below). Between 2005 & 2006, the number of calls for emergency shelter decreased 1% (72 calls) (see Table 4. below). Between 2004 & 2005, the number of calls for emergency shelter increased 9% (1,152 calls). Between 2005 and 2006, the total number of calls decreased 1.6% (16,333 to 16,075). Between 2004 and 2005, the total number of calls increased 8% (15,121 to 16,333).

Table 3.) 2-1-1 @ IMPACT Need Requests

Issue	2004		2005		2006	
	Total Calls	% of Total	Total Calls	% of Total	Total Calls	% of Total
Crisis Nursery	31	0.2%	22	0.1%	24	0.1%
Day Shelter	127	0.8%	99	0.6%	60	0.4%
Domestic Violence Shelter	946	6.3%	1,058	6.5%	1,148	7.1%
Emergency Shelter	12,757	84.4%	13,909	85.2%	13,837	86.1%
Runaway / Youth Shelter	277	1.8%	250	1.5%	266	1.7%
Transitional Shelter/Housing	983	6.5%	995	6.1%	740	4.6%
Total	15,121	100.0%	16,333	100.0%	16,075	100.0%

¹ The 2007 year-end report was not available for the current analysis.

² In 2004 & 2005, the number of calls was counted on January 26th. In 2006, the number of calls was counted on January 25th.
(1)

Table 4.) 2-1-1 @ IMPACT Need Requests – Yearly Change

Issue	Difference '04 to '05	% Change '04 to '05	Difference '05 to '06	% Change '05 to '06	Difference '04 to '06	% Change '04 to '06
Crisis Nursery	9	29.0%	2	9.0%	7	22.6%
Day Shelter	28	22.0%	-39	-39.4%	-67	-52.8%
Domestic Violence Shelter	112	11.8%	90	8.5%	202	21.4%
Emergency Shelter	1,152	9.0%	-72	-1.0%	1,080	8.5%
Runaway / Youth Shelter	-27	-9.7%	16	6.4%	-11	-4.0%
Transitional Shelter/Housing	12	1.2%	-255	-25.6%	-243	-24.7%
Total	1,212	8.0%	-258	-1.6%	954	6.3%

Between the years of 2005 and 2006, three types of shelter requests demonstrated an increase in the number of calls – crisis nursery (9% increase, 2 calls), domestic violence shelter (8.5% increase, 90 calls), and runaway/youth shelter (6.4% increase, 16 calls) (see Table 4. above). Even more dramatic was a decrease in the calls for day shelter (39.4% decrease, 39 calls) and transitional shelter/housing (25.6% decrease, 255 calls).

Between 2004 and 2006, two types of shelter requests demonstrated an increase in the number of calls – domestic violence shelter (21.4% increase, 2002 calls) and emergency shelter (8.5% increase, 1,080 calls). Using the same comparison periods, four types of shelter requests demonstrated a decrease in the number of calls – crisis nursery (22.6% decrease, 7 calls), day shelter (52.8% decrease, 67 calls), runaway/youth shelter (4% decrease, 11 calls), and transitional shelter/housing (24.7% decrease, 243 calls).

For the specific month of January, the 2-1-1 @ IMPACT data shows that calls for shelter have steadily declined – 2005 (1,350 calls), 2006 (1,278 calls), 2007 (972 calls) –over the three-years in which data was collected (see Table 5. below). Between 2005 and 2007, the number of calls decreased 28.0% (378 calls) for the month of January (see Table 6. below). The sharpest decline between any two years occurred between 2006 and 2007 when there was a 306 decrease (23.9%) in the number of calls (see Table 6. below).

Table 5.) 2-1-1 @ IMPACT Need Requests - January

Issue	January 2005		January 2006		January 2007	
	Total Calls	% of Total	Total Calls	% of Total	Total Calls	% of Total
Crisis Nursery	2	0.1%	1	0.1%	3	0.3%
Day Shelter	9	0.7%	9	0.7%	5	0.5%
Domestic Violence Shelter	82	6.1%	105	8.2%	68	7.0%
Emergency Shelter	1,102	81.6%	1,076	84.2%	824	84.8%
Runaway / Youth Shelter	18	1.3%	31	2.4%	36	3.7%
Transitional Shelter/Housing	137	10.1%	56	4.4%	36	3.7%
Total	1,350	100.0%	1,278	100.0%	972	100.0%

Table 6.) 2-1-1 @ IMPACT Need Requests – Yearly Change - January

Issue	Difference '05 to '06	% Change '05 to '06	Difference '06 to '07	% Change '06 to '07	Difference '05 to '07	% Change '05 to '07
Crisis Nursery	1	50.0%	2	200.0%	1	50.0%
Day Shelter	0	0.0%	-4	-44.4%	-4	-44.4%
Domestic Violence Shelter	23	28.0%	-37	-35.2%	-14	-17.1%
Emergency Shelter	-26	-2.4%	-252	-23.4%	-278	-25.2%
Runaway / Youth Shelter	13	72.2%	5	16.1%	18	100.0%
Transitional Shelter/Housing	-81	-59.1%	-20	-35.7%	-101	-73.7%
Total	-72	-5.3%	-306	-23.9%	-378	-28.0%

Between the years of 2006 and 2007, the number of calls for emergency shelter for the month of January decreased by 23.4% (252 calls) (see Table 6. above). A similar pattern also appears for day shelter (44.4% decrease, 4 calls), domestic violence shelter (35.2% decrease, 37 calls), and transitional shelter/housing (35.7% decrease, 20 calls). Two types of shelter requests demonstrated an increase in the number of calls – crisis nursery (200% increase, 2 calls), and runaway/youth shelter (16.1% increase, 5 calls).

For the month of January, two types of shelter requests demonstrated an increase in the number of calls between 2005 and 2007 – crisis nursery (50.0% increase, 1 call) and runaway/youth shelter (100.0% increase, 18 calls). Using the same comparison periods, four types of shelter requests demonstrated a decrease in the number of calls – day shelter (44.4% decrease, 4 calls), domestic violence shelter (17.1% decrease, 14 calls), emergency shelter (25.2% decrease, 278 calls), and transitional shelter/housing (73.7% decrease, 101 calls).

Although the numbers for the specific date of January 25/26 are small, they nevertheless show a pattern, which is similar to the January numbers. For the three year period of 2005 to 2007, there was a steady decline in the number of calls on this specific date – 45 calls in 2005, 32 calls in 2006, and 28 calls in 2007 (see Table 7. below). Overall, between 2005 and 2007, there was a 17-call decrease (37.8%) on this date (see Table 8. below).

Table 7.) 2-1-1 @ Milwaukee Need Requests – January 25/26

Issue	January 26, 2005		January 26, 2006		January 25, 2007	
	Total Calls	% of Total	Total Calls	% of Total	Total Calls	% of Total
Crisis Nursery	0	0.0%	0	0.0%	0	0.0%
Day Shelter	1	2.2%	0	0.0%	1	3.6%
Domestic Violence Shelter	0	0.0%	3	9.4%	1	3.6%
Emergency Shelter	40	88.9%	28	87.5%	23	82.1%
Runaway / Youth Shelter	0	0.0%	1	3.1%	0	0.0%
Transitional Shelter/Housing	4	8.9%	0	0.0%	3	10.7%
<i>Total</i>	45	100.0%	32	100.0%	28	100.0%

Table 8.) 2-1-1 @ Milwaukee Need Requests – January 25/26

Issue	Difference '05 to '06		Difference '06 to '07		Difference '05 to '07	
	Difference	% Change	Difference	% Change	Difference	% Change
Crisis Nursery	0	0.0%	0	0.0%	0	0.0%
Day Shelter	-1	-100.0%	1	100.0%	0	0.0%
Domestic Violence Shelter	3	300.0%	-2	-66.7%	1	100.0%
Emergency Shelter	-12	-30.0%	-5	-17.9%	-17	-42.5%
Runaway / Youth Shelter	1	100.0%	-1	-100.0%	0	0.0%
Transitional Shelter/Housing	-4	-100.0%	3	300.0%	-1	-25.0%
<i>Total</i>	-13	-28.9%	-4	-12.5%	-17	-37.8%

On January 25, 2007, there were 23 calls for emergency shelter, which was 82.1% of the total number of calls (28) for that date (see table 7. above). There were only 5 other calls for shelter (1 – day shelter, 1 – domestic violence shelter, 3 – transitional shelter/housing) on that date.

Between 2005 and 2007, the number of calls for emergency shelter on January 25/26 showed a 42.5% decrease (17 calls) (see Table 8. above). The decrease in emergency shelter calls accounts for the total net difference in calls (-17) on this specific date for the years 2005 – 2007 (see table 8. above).

Overall, families comprised the largest number of callers (7,126) to 2-1-1 @ IMPACT seeking shelter (49.4% in 2006) when aggregated by household status, followed next by single women (33.4%, 4,810 callers), as noted in Tables 9. & 10. below. Single men generated 16.1% (2,316) of the total callers for shelter (see Table 10. below). Although families comprised the largest number of callers by household status, the number of families who called 2-1-1 @ IMPACT seeking shelter decreased 15.5% (1,311 callers) between 2005 and 2006 (see Table 11. below).

Table 9.) Household Status of 2-1-1 @ IMPACT Callers

Status	2004	2005	2006
Single Adults	6,259	7,351	7,126
Single Man	1,694	2,296	2,316
Single Woman	4,565	5,055	4,810
Family	8,353	8,437	7,126
Couple	132	152	160
<i>Total</i>	<i>14,744</i>	<i>15,940</i>	<i>14,412</i>

Table 10.) Relationship Status of 2-1-1 @ IMPACT Callers

	2004		2005		2006	
	<i>Number</i>	<i>% of Total</i>	<i>Number</i>	<i>% of Total</i>	<i>Number</i>	<i>% of Total</i>
Single Man	1,694	11.5%	2,296	14.4%	2,316	16.1%
Single Woman	4,565	30.9%	5,055	31.7%	4,810	33.4%
Family	8,353	56.7%	8,437	52.9%	7,126	49.4%
Couple	132	0.9%	152	1.0%	160	1.1%
<i>Total</i>	<i>14,744</i>	<i>100%</i>	<i>15,940</i>	<i>100.0%</i>	<i>14,412</i>	<i>100.0%</i>

Table 11.) Yearly Change of 2-1-1 @ Milwaukee Callers by Household Status

Status	Difference '04 to '05	% Change '04 to '05	Difference '05 to '06	% Change '05 to '06	Difference '04 to '06	% Change '04 to '06
Single Adults	1,092	17.4%	-225	-3.1%	867	13.9%
Single Man	602	35.5%	20	1.0%	622	36.7%
Single Woman	490	10.7%	-245	-4.8%	245	-5.4%
Family	84	1.0%	-1,311	-15.5%	-1,227	-14.7%
Couple	20	15.2%	8	5.3%	28	21.2%
<i>Total</i>	<i>1,196</i>	<i>8.1%</i>	<i>-1,528</i>	<i>-9.6%</i>	<i>-332</i>	<i>-2.3%</i>

Between 2004 and 2006, the total number of 2-1-1 @ IMPACT callers aggregated by household status decreased 2.3% (332 calls) (see Table 11. above). This result can largely be attributed to the 14.7% decrease in callers (1,227) by families (see Table 11. above). The three other household types – single men, single women, couples – showed an increase in the number of callers between 2004 and 2006.

As with the yearly totals, families comprised the largest number of callers (440) to 2-1-1 @ IMPACT seeking shelter (46.9%) in January 2007 in when aggregated by household status, followed next by single women (32.8%, 308 callers), as noted in Tables 12. & 13. below. Single men comprised 19.4% (182) of the total callers for shelter. Given that there was a 23.9% decrease in the total number of callers (294) by household status for the periods of January 2005 and January 2006, it is not surprising that all four household types showed a 20% or more decrease in the number of callers for these time periods.

Table 12.) Household Status of 2-1-1 @ IMPACT Callers - January

Status	January 2005	January 2006	January 2007
Single Adults	593	635	490
Single Man	201	250	182
Single Woman	392	385	308
Family	711	586	440
Couple	13	11	8
<i>Total</i>	<i>1,316</i>	<i>1,232</i>	<i>938</i>

Table 13.) Relationship Status of 2-1-1 @ IMPACT Callers - January

	January 2005		January 2006		January 2007	
	Number	% of Total	Number	% of Total	Number	% of Total
Single Man	201	15.3%	250	20.3%	182	19.4%
Single Woman	392	29.8%	385	32.3%	308	32.8%
Family	711	54.0%	586	47.6%	440	46.9%
Couple	13	1.0%	11	0.9%	8	0.9%
<i>Total</i>	<i>1,316</i>	<i>100.0%</i>	<i>1,232</i>	<i>100.0%</i>	<i>938</i>	<i>100.0%</i>

Table 14.) Yearly Change of 2-1-1 @ IMPACT Callers by Household Status - January

Status	Difference '05 to '06	% Change '05 to '06	Difference '06 to '07	% Change '06 to '07	Difference '05 to '07	% Change '05 to '07
Single Adults	42	7.1%	-145	-22.8%	-103	-17.4%
Single Man	49	24.4%	-68	-27.2%	-19	-9.5%
Single Woman	-7	-1.8%	-77	-20.0%	-84	-21.4%
Family	-125	-17.6%	-146	-24.9%	-271	-38.1%
Couple	-2	-15.4%	-3	-27.3%	-5	-38.5%
<i>Total</i>	<i>-84</i>	<i>-6.4%</i>	<i>-294</i>	<i>-23.9%</i>	<i>-378</i>	<i>-28.7%</i>

When change is examined for the month of January in the years 2005, 2006, & 2007, the decrease in the number of callers by household status continues to demonstrate a downward trend. Between 2005 & 2006, there was a 6.4% decrease in the number of callers (84); between 2006 & 2007, there was a 23.9% decrease in the number of callers (294); and between 2005 & 2007, there was a 28.7% decrease in the number of callers. When the specific date of January 25th/26th is examined, the total number of single adult callers (15) outnumbers the family callers (12) (see Table 15. below). The number of single man, single woman, and couple callers was the same in 2006 and 2007.

Table 15.) Household Status of 2-1-1 @ IMPACT Callers - January 25/26

Status	January 26, 2005	January 26, 2006	January 26, 2007
Single Adults	21	15	15
Single Man	9	6	6
Single Woman	12	9	9
Family	22	16	12
Couple	1	0	0
<i>Total</i>	<i>44</i>	<i>31</i>	<i>27</i>

Table 16.) Relationship Status of 2-1-1 @ IMPACT Callers - January 25/26

	January 26, 2005		January 26, 2006		January 25, 2007	
	Number	% of Total	Number	% of Total	Number	% of Total
Single Man	9	20.0%	6	19.4%	6	22.2%
Single Woman	12	26.7%	9	29.0%	9	33.3%
Family	22	50.0%	16	51.6%	12	44.4%
Couple	1	3.3%	0	0.0%	0	0.0%
<i>Total</i>	<i>44</i>	<i>100.0%</i>	<i>31</i>	<i>100.0%</i>	<i>27</i>	<i>100.0%</i>

Table 17.) Yearly Change of 2-1-1 @ IMPACT Callers by Household Status - January 25/26

Status	Difference '05 to '06	% Change '05 to '06	Difference '06 to '07	% Change '06 to '07	Difference '05 to '07	% Change '05 to '07
Single Adults	6	28.6%	0	0.0%	-6	-28.6%
Single Man	3	33.3%	0	0.0%	-3	-33.3%
Single Woman	-3	-25.0%	0	0.0%	-3	-25.0%
Family	-6	-27.3%	-4	-25.0%	-10	-45.5%
Couple	-1	-100.0%	0	0.0%	-1	-100.0%
Total	-13	-29.5%	-4	-12.9%	-17	-38.6%

When change is examined for the date of January 25th/26th in the years 2005, 2006, & 2007, the decrease in the number of callers by household status demonstrated dramatic decrease from 2005 to 2006. The number of callers decreased 38.6% (17 callers) (see Table 17. above). To summarize this data, the following three tables present three-period averages for the total number of 2-1-1 @ IMPACT calls for shelter (Table 18.), types of shelter requests (Table 19.), and 2-1-1 @ IMPACT callers for shelter by household status (Table 20.).

Table 18.) 2-1-1 @ IMPACT Calls for Shelter – Three Period Averages

Report Periods	2004 – 2006 Average
Year-End	15,843
2005 – 2007 Average	
January	1,200
January 26 th or 25 th	35

Table 19.) 2-1-1 @ IMPACT Need Requests – Averages

Issue	2004 – 2006 Average	January Average	January 25 th /26 th Average
Crisis Nursery	26	2	0
Day Shelter	95	8	1
Domestic Violence Shelter	1,051	85	1
Emergency Shelter	13,501	1,000	30
Runaway / Youth Shelter	264	28	0
Transitional Shelter/Housing	906	76	2
Total	15,843	1,200	35

Table 20.) Household Status of 2-1-1 @ IMPACT Callers - Averages

Status	2004 – 2006 Average	January Average	January 25 th /26 th Average
Single Adults	6,912	573	17
Single Man	2,102	211	7
Single Woman	4,810	362	10
Family	7,972	579	17
Couple	148	11	0
Total	15,032	1,162	34

Over the three-year period of examination, the total number of emergency shelter requests (13,501) far exceeds that of the four other types of shelter requests. When analyzed by household status, requests by families (7,972) outnumber those by single adults (6,912) or couples (148).

OBSERVATIONS

- While year-to-year comparisons are informative, trend analysis can only be viewed when comparing data over longer periods of time. For that reasons, the most compelling data is that comparing calls for service over a three-year period.
- Because callers may express more than one service need, it is important to note that the number of individuals calling for service can be less than the number of expressed needs. For example, in 2006 there were 14,412 callers who expressed 16,075 service needs.
- Given the natural discrepancy in number of individuals vs. number of expressed needs, it is interesting to note that the number of callers between 2004 and 2006 slightly decreased (-2.3%), while the number of services needed increased by 6.3%. In essence, the Milwaukee shelter system is servicing a slightly reduced number of consumers who express an increased amount of need.
- As noted above, the shelter system witnessed a slight -2.3% decrease in total calls, driven primarily by a -14.7% decrease in calls for service from families.
- Calls for service from single adults showed a substantial 13.9% increase during the study period with adult males responsible for 72% of the increase in single adults calling for services (622 of the total 867 increase in single adult callers).
- Requests for Emergency Shelter increased by 1,080 calls, representing the largest NUMBER of increased calls for service between 2004 and 2006.
- The largest PERCENTAGE of increased calls however came from calls for Domestic Violence Shelters at 21.4% increase over the three-year period, with an increase of 202 total calls in 2006 vs. 2004.
- Although the number of calls requesting transitional housing/shelter has declined 24.7% over the past three years, it is still the third most requested type of shelter in Milwaukee.